LIBRARY SYSTEMS SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To assess, troubleshoot, and follow established guidelines to solve problems related to computer, audio-visual, print and integrated library systems and other equipment. To assist Library users and staff with computer needs.

Supervision Received and Exercised:

Receives general supervision from supervisory and/or management staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Perform routine maintenance and troubleshoot problems related to public computers, printers and print management systems, photocopiers, vending units, library self-service equipment, audio/visual equipment and other equipment.

- Place service calls; serve as point of contact for internal and external service technicians; replace toner and fuser units in printers, add paper, remove paper jams; clean and maintain equipment.

- First point of contact for library staff with issues related to both staff and public electronic systems; resolve problems with those systems; communicate information about electronic systems to library staff; troubleshoot problems related to materials flow and self-service checkout devices.

- Assist with operations and maintenance of the online library catalog and integrated library system; 3rd-party products, in-house developed products, self-service checkout, computer reservation systems, and web-based applications that require authentication from the patron database.

- Assist with managing web-based services and electronic resources.

- Select, export and download or batch load catalog records for electronic books and other items into the automated library system; review accuracy of input data; research and resolve discrepancies;

- Assist library users in searching and retrieving information from computer-based resources including the Internet, the library catalog, and library-supported software programs.

- Provide direct assistance to library users in the use of computers, printers, photocopiers, audio-visual equipment, self-service equipment, and other devices.

- Demonstrate superior customer service in a public library setting, with an emphasis on public access computing services.

- Enter data or information to compile statistics.

- Prioritize, assign, and review the work of volunteers who assist with technical duties.

- May provide technical training to other Library staff and/or the public.

- Perform related duties as assigned

Minimum Qualifications:

Experience:

Two years of technical experience using and maintaining computer systems and software applications and an integrated library system. Experience working in a library setting is desired. Experience working with people of diverse backgrounds, ability to communicate effectively orally and in writing, have strong interpersonal, and collaboration skills is preferred.

Education:

Equivalent to an Associate's degree in computer science, library technical services or a degree related to the core functions of this position.

Licenses/Certifications:

Must possess and maintain a valid driver's license.

Examples of Physical and/or Mental Activities:

- Requires stopping and bending
- Lifting of materials and equipment up to 20 lbs.
- Must be able to move freely throughout the library.
- Must be able to effectively communicate orally and in writing.
- Long periods of standing or walking.

Competencies:

http://www.tempe.gov/home/showdocument?id=26274

Job Code: 523

Status: Non-Exempt / Classified